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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/921,275	08/01/2001	Richard S. Cerami	020366-077710US	5362
20350	7590	02/23/2006		
TOWNSEND AND TOWNSEND AND CREW, LLP TWO EMBARCADERO CENTER EIGHTH FLOOR SAN FRANCISCO, CA 94111-3834			EXAMINER PATEL, ASHOKKUMAR B	
			ART UNIT 2154	PAPER NUMBER

DATE MAILED: 02/23/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Supplementary Notice of Allowability	Application No.	Applicant(s)	
	09/921,275	CERAMI ET AL.	
	Examiner	Art Unit	
	Ashok B. Patel	2154	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 12/09/2005.
2. The allowed claim(s) is/are _____.
3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some* c) None of the:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date 12/09/2005
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application (PTO-152)
6. Interview Summary (PTO-413),
Paper No./Mail Date _____.
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.



JOHN FOLLANSBEE
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100

DETAILED ACTION

1. Claims 1-3, 5-8, 10-12 and 14-17 are allowed. Claims 4, 9 and 13 have been cancelled.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Brian Young on 09/7/2005.

3. The application has been amended as follows:

In the claims:

A. Claims 4, 9 and 13 have been cancelled

B. Claim 1, (currently amended) A method for managing a repair process for a fault between using a proactive network repair system, and customer service system using and a repair ticketing system, wherein the proactive network repair system comprises a fault management system, proactive repair system, and performance management system, the method comprising:

detecting the fault in the proactive network repair system fault management system, proactive repair system, or performance management system, wherein the fault is detected in a video and data network providing service to customers;

sending an indication of the fault to the repair ticketing system;

creating a repair ticket including a status of the fault;
correlating one or more customers affected by the fault to the repair ticket; and
communicating the repair ticket and a list of the one or more customers affected
by the fault to the customer service system before a call is received by the one or more
customers affected by the fault. wherein when a call is received from a customers the
created repair ticket and the list of one or more customers can be referenced to
determine if the customer is in the list of the one or more customers and the status can
be provided to the customer if the customer is in the list.

- C. Claim 5, line 1, replace "4" with -- 3--.
- D. Claim 7, line 1, replace "6" with -- 5--.
- E. Claim 8, line 1, replace "7" with -- 6--.
- F. Claim 10, (currently amended) A system for managing a repair process for a
fault, the system comprising:

a proactive network repair system configured to detect the fault and to a repair
ticketing system, wherein the fault is detected in a video and data network providing
service to customers; wherein the proactive network repair system comprises a fault
management system, proactive repair system, and performance management system;

a repair ticketing system configured to receive send an indication of the fault from
the ~~proactive network repair system~~ fault management system, proactive repair system,
or performance management system and configured to:

create a repair ticket including a status of the fault;

correlate one or more customers affected by the fault to the repair ticket;

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and

communicate the repair ticket and a list of the one or more customers affected by the fault to a customer service system before a call is received by the one or more customers affected by the fault, wherein when a call is received from a customer, the created repair ticket and the list of one or more customers can be referenced to determine if the customer is in the list of the one or more customers and the status can be provided to the customer if the customer is in the list.

- G. Claim 11, line 1, replace "10" with -- 8--.
- H. Claim 12, line 1, replace "10" with -- 8--.
- I. Claim 14, line 1, replace "13" with -- 8--.
- J. Claim 15, line 1, replace "10" with -- 8--.
- K. Claim 16, line 1, replace "15" with -- 12--.
- L. Claim 17, line 1, replace "16" with -- 13--.

In the Specifications, amendment filed on 02/18/2005:

- A. page 2 of 13, lines 4, 6-7, 8,9-10, 11, 13, and 15 delete Attorney's docket number.
- B. page 3 of 13, line 1, delete Attorney's docket number.

REASONS FOR ALLOWANCE

- 4. The following is an examiner's statement of reasons for allowance:

None of the prior arts of record teach or suggest the claimed limitation with respect to managing a repair process for a fault using a proactive network repair system ,customer service system and a repair ticketing system, wherein the proactive network repair

system comprises a fault management system, proactive repair system, and performance management system, the method comprising: detecting the fault in the fault management system, proactive repair system, or performance management system, wherein the fault is detected in a video and data network providing service to customers; sending an indication of the fault to the repair ticketing system; creating a repair ticket including a status of the fault; correlating one or more customers affected by the fault to the repair ticket; and communicating the repair ticket and a list of the one or more customers affected by the fault to the customer service system before a call is received by the one or more customers affected by the fault, wherein when a call is received from a customer the created repair ticket and the list of one or more customers can be referenced to determine if the customer is in the list of the one or more customers and the status can be provided to the customer if the customer is in the list. None of the prior arts of record teach or suggest the claimed limitations.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

5. The information disclosure statement (IDS) submitted on 12/09/2005 was filed after the mailing date of the Notice of Allowance and Fee(s) Due on 10/03/2005. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

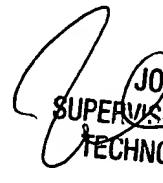
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6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ashok B. Patel whose telephone number is (571) 272-3972. The examiner can normally be reached on 8:00am-5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John A. Follansbee can be reached on (571) 272-3964. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Abp



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